# **Total Residents Energy Regulatory Complaints**

2014 Total Regulatory Complaints by Complaint Type	1				
Complaint Type	Januar Februa March April	May	June	July	August Septem Octobe Novem Decem Totals
Enrollment Dispute					
Unauthorized Party Enrollment					
Deceptive Sales					
Communication Barrier					
Information Error					
Agent on Verification					
Verification Error					
Agent Behavior					
Customer Service Issue					
Do not Call/Knock Issue					
Cancellation Issue					
Refund Issue					
Billing Issue					
Rate Issue					
QC Violation					
Other					
Totals:					
2015 Total Regulatory Complaints by Complaint Type					
Complaint Type	Januar Februa March April	May	June	July	August Septem Octobe Novem Decem Totals
Enrollment Dispute					
Unauthorized Party Enrollment					
Deceptive Sales					
Communication Barrier					
Information Error					
Agent on Verification					
Verification Error					
Agent Behavior					
Customer Service Issue					
Do not Call/Knock Issue					
Cancellation Issue					
Refund Issue					
Billing Issue					
In					
Rate Issue					
QC Violation					

2016 Total Regulatory Complaints by Complaint Type													
Complaint Type	Januar	Februa	March	April	May	June	July	August	Septem	Octobe	Novem	Decem	Totals
Enrollment Dispute													
Unauthorized Party Enrollment													
Deceptive Sales													
Communication Barrier													
Information Error													
Agent on Verification													
Verification Error													
Agent Behavior													
Customer Service Issue													
Do not Call/Knock Issue													
Cancellation Issue													
Refund Issue													
Billing Issue													
Rate Issue													
QC Violation													
Other													
Totals:													

## **Total Better Business Bureau Complaints**

2015 BBB Complaint Tracking by Complaint Type	Ī				
Complaint Type	Januar Februa March April	May	June	July	August Septem Octobe Novem Decem Totals
Enrollment Dispute					
Unauthorized Party Enrollment					
Deceptive Sales					
Communication Barrier					
Information Error					
Agent on Verification					
Verification Error					
Agent Behavior					
Customer Service Issue					
Do not Call/Knock Issue					
Cancellation Issue					
Refund Issue					
Billing Issue					
Rate Issue					
QC Violation					
Other					
Totals:					
2016 BBB Complaint Tracking by Complaint Type					
Complaint Type	Januar Februa March April	May	June	July	August Septem Octobe Novem Decem Totals
Enrollment Dispute					
Unauthorized Party Enrollment					
Deceptive Sales					
Communication Barrier					
Information Error					
Agent on Verification					
Verification Error					
Agent Behavior					
Customer Service Issue					
Do not Call/Knock Issue					
Cancellation Issue					
Refund Issue					
Billing Issue					
Rate Issue					
QC Violation					
Other					
Totals:					

## **Total NJ BPU Complaints**

2015 NJ BPU Complaint Tracking by Complaint Type	Ī					
Complaint Type	January Februa M	1arch April	May	June	July	August Septem Octobe Novem Decem Totals
Enrollment Dispute						
Unauthorized Party Enrollment						
Deceptive Sales						
Communication Barrier						
Information Error						
Agent on Verification						
Verification Error						
Agent Behavior						
Customer Service Issue						
Do not Call/Knock Issue						
Cancellation Issue						
Refund Issue						
Billing Issue						
Rate Issue						
QC Violation						
Other						
Totals:						
2016 NJ BPU Complaint Tracking by Complaint Type						
Complaint Type	January Februa M	larch April	May	June	July	August Septem Octobe Novem Decem Totals
Enrollment Dispute						
Unauthorized Party Enrollment						
Deceptive Sales						
Communication Barrier						
Information Error						
Agent on Verification						
Verification Error						
Agent Behavior						
Customer Service Issue						
Do not Call/Knock Issue						
Cancellation Issue						
Refund Issue						
Billing Issue						
Rate Issue						
QC Violation						
Other						
Totals:						

## **Total NY Public Service Comission Complaints**

2014 NYS PSC Total Regulatory by Complaint Type													
Complaint Type	January	Februa	March	April	May	June	July	August	Septem	Octobe	Novem	Decem	Totals
Enrollment Dispute													
Unauthorized Party Enrollment													
Deceptive Sales													
Communication Barrier													
Information Error													
Agent on Verification													
Verification Error													
Agent Behavior													
Customer Service Issue													
Do not Call/Knock Issue													
Cancellation Issue													
Refund Issue													
Billing Issue													
Rate Issue													
QC Violation													
Other													
Totals:													
2015 NYS PSC Total Regulatory by Complaint Type						_							
Complaint Type	January	Februa	March	April	May	June	July	August	Septem	Octobe	Novem	Decem	Totals
Enrollment Dispute													
Unauthorized Party Enrollment													
Deceptive Sales													
Communication Barrier													
Information Error													
Agent on Verification													
Verification Error													
Agent Behavior													
Customer Service Issue													
Customer Service Issue Do not Call/Knock Issue													
Customer Service Issue Do not Call/Knock Issue Cancellation Issue													
Customer Service Issue Do not Call/Knock Issue Cancellation Issue Refund Issue													
Customer Service Issue Do not Call/Knock Issue Cancellation Issue Refund Issue Billing Issue													
Customer Service Issue Do not Call/Knock Issue Cancellation Issue Refund Issue Billing Issue Rate Issue													
Customer Service Issue Do not Call/Knock Issue Cancellation Issue Refund Issue Billing Issue Rate Issue QC Violation													
Customer Service Issue Do not Call/Knock Issue Cancellation Issue Refund Issue Billing Issue Rate Issue													

2016 NYS PSC Complaint Tracking by Complaint Type	1												
Complaint Type	Januar	Februa	March	April	May	June	July	August	Septem	Octobe	Novem	Deceml	Totals
Enrollment Dispute													
Unauthorized Party Enrollment													
Deceptive Sales													
Communication Barrier													
Information Error													
Agent on Verification													
Verification Error													
Agent Behavior													
Customer Service Issue													
Do not Call/Knock Issue													
Cancellation Issue													
Refund Issue													
Billing Issue													
Rate Issue													
QC Violation													
Other													
Totals:													

# **Total PA Public Utility Commission Complaints**

2015 PUC (Informal) Total Regulatory by Complaint Type												
Complaint Type	January	Februa	March	April	May	June	July	August Septe	m Octobe	Novem	Decem Tota	als
Enrollment Dispute												
Unauthorized Party Enrollment												
Deceptive Sales												
Communication Barrier												
Information Error												
Agent on Verification												
Verification Error												
Agent Behavior												
Customer Service Issue												
Do not Call/Knock Issue												
Cancellation Issue												
Refund Issue												
Billing Issue												
Rate Issue												
QC Violation												
Other												
Totals:												
2016 PUC (Informal) Total Regulatory by Complaint Type												
Complaint Type	January	Februa	March	April	May	June	July	August Septe	m Octobe	Novem	Decem Tota	ıls
Enrollment Dispute												
Unauthorized Party Enrollment												
Deceptive Sales												
Communication Barrier												
Information Error												
Agent on Verification												
Verification Error												
Agent Behavior												
Customer Service Issue												
Do not Call/Knock Issue												
Cancellation Issue												
Refund Issue												
Billing Issue												
Rate Issue												
QC Violation												
Other												
Totals:												